

# Welcome to New Worker Training!

## New Worker Training

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Greetings to you as a new and important member of your local team and statewide network. Whether you are totally unfamiliar with the income maintenance and workforce development world or have some experience from a previous role, you bring a unique perspective and work history to the team. We hope that New Worker Training will build on what you bring to the position, shape new horizons, and forge new links in your existing connections for your satisfaction and that of your customers.

The purpose of New Worker Training is to provide quality training programs that offer flexibility, choices, and ongoing knowledge, skills and abilities for new workers who assist individuals and families to achieve self-sufficiency and independence.

New Worker Training is designed as a progressive series of steps for new workers to complete based upon their job function(s). The training is divided into levels, with the beginning levels more basic and common to all workers, and the higher levels more complex and program specific.

## Getting Started

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### Your Agency Training Liaison

As a new worker, you will work closely with your Agency Training Liaison (ATL) and training staff throughout this training process. You and your ATL will work together make sure you are registered for the appropriate courses and have the correct curriculum assigned to you in Learning Center.

### The Registration Profile

Your ATL will complete and return a Registration Profile to the location specified in the profile. You then will be added to the DWD/DHFS Learning Center, the DWD/DHFS registration database, and your ATL will be able to register you for the classes you need.

Once the Registration Profile is completed and you are registered in the Learning Center, you can access your New Worker Training Curriculum. This curriculum is based on your reported job function and outlines all of your required training for New Worker Training. Simply access the PTS LC website at <http://www.uwosh.edu/ccdet/wss/> and login to your curriculum under My Information. If you need help, it is available through that website under Training Support.

All of your required topics will be accessed through your curriculum. As you complete them, your completion will be automatically recorded in your curriculum and entered on your transcript.

### Independent Study and Prerequisites

Independent study is one of the methods used throughout New Worker Training. The purpose of these independent study topics is to assist you in obtaining background information, and to help you prepare for classroom training. Many independent study topics are prerequisites for classroom training. The intent of these prerequisites is to give you a base of knowledge in advance of the class. This base knowledge will help you participate in the variety of activities

and methods built into the classroom training. Independent study will not be completed in class, but will be built upon and reinforced throughout the classroom experiences.

All prerequisites must be completed prior to attending the classroom training. You will receive a confirmation letter prior to each class. Your ATL/supervisor verifies your completion of the prerequisites by signing this confirmation letter, which you will bring to class. If you have not completed the prerequisites and do not present the signed confirmation letter, you are not eligible to attend the class.

If you have any questions while completing any of the independent study topics, please discuss them with your ATL or with the contact person listed for each topic. You may also bring specific questions to the classroom training for assistance from the trainer.

## Your Resources

Throughout this training process, you will see the numerous resources that are available to assist you in your new role. It is important to become acquainted with some of these resources as soon as you begin your New Worker Training.

The Roles, Responsibilities, and Requirements webpage briefly describes strategies for successful completion of New Worker Training. This webpage is located on the website for DWD PTS at <http://www.dwd.state.wi.us/dwspts>. Click on New Workers.

To assist you in assessing your readiness and needs for distance learning and to support you throughout the distance learning process, PTS provides a Learner Support webpage located at: [http://www.dwd.state.wi.us/dwspts/res\\_learnersupport.htm](http://www.dwd.state.wi.us/dwspts/res_learnersupport.htm). Access this site whenever you have questions related to distance learning or working independently on your New Worker Training independent study topics.

DWD and DHFS provide webpages that list many of the acronyms and terms referenced commonly used in Income Maintenance (IM) and Workforce Development (WD) programs and in New Worker Training. These pages are located at <http://www.dwd.state.wi.us/dwd/glossary.htm> (DWD) and <http://www.dhfs.state.wi.us/data/glossary.asp> (DHFS).

## Concluding Thoughts

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Your responsibilities for this process include putting forth your best efforts in completing the training topics and working closely with your ATL and the training staff to answer questions and resolve any issues that may arise.

Through your efforts and through the partnership between your agency and training, we believe you will be more successful and more comfortable in your new position when you have completed New Worker Training.

If you have any questions related to New Worker Training, feel free to contact Lynda Fischer (TANF/CC Questions) [lynda.fischer@dwd.state.wi.us](mailto:lynda.fischer@dwd.state.wi.us) or Carol Hazlewood (IM questions) at [carolhaz@centurytel.net](mailto:carolhaz@centurytel.net). Partner Training Services and its trainers look forward to working with you as you begin this training process!

Sincerely,

Lynda Fischer - DWD New Worker Training Operations Lead

Carol Hazlewood – DHFS New Worker Training Operations Coordinator